

Massachusetts Department of Public Health

Office of Patient Protection

Decisions for Cases Eligible for External Review By External Review Agency January 2004 – December 2004

	Total #	Upheld	Overturn	Partial	Expedited		
	of Cases			Overturn	Upheld	Overturn	Partial
External Review Agency							Overturn
Center for Health Dispute Resolution (CHDR)	61	30	16	3	4*	8	
Island Peer Review Organization (IPRO)	69	31	15	7	8**	6	2**
Hayes Plus	70	30	16	6	8**	10	
Total	200	91	47	16	20	24	2

* in **one** case, coverage was continued pending the outcome of the review pursuant to 105 CMR 128.414 and additional dates of service were covered despite the final decision

** in **two** cases, coverage was continued pending the outcome of the review pursuant to 105 CMR 128.414 and additional dates of service were covered despite the final decision

Percentage of External Review Agency Decisions Upheld and Overturned in 2004

*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	89	57%	43%
Cosmetic/Reconstructive	14	36%	64%
Dental Care	2	50%	50%
Diagnostic Services	5	60%	40%
Durable Med. Equipment	5	20%	80%
Experimental	12	33%	67%
Infertility Services	26	27%	73%
Inpatient Care	8	50%	50%
Outpatient Care	20	25%	75%
Pharmacy	10	40%	60%
Rehabilitative Services	8	50%	50%
Visual Services	1	0%	100%
Total	200	45%	55%